

**BUFFALO COUNTY  
JOB DESCRIPTION**

**POSITION TITLE:** Receptionist/Secretary

**DEPARTMENT:** Buffalo County Extension

**REPORTS TO:** Buffalo County Board Administrator, Buffalo County Extension Unit Leader, and Office Manager

**PURPOSE OF POSITION:**

**Greeting departmental visitors in person, answering telephone calls, answering emails and questions, and referring visitors/callers to appropriate sources for assistance.**

**Essential Functions**

- Greet visitors to the department, respond to inquiries, and/or refer visitors to appropriate sources for assistance.
- Answer the telephone for departmental staff, respond to inquiries, take messages, and/or refer callers to appropriate personnel for assistance.
- Assist 4-H families with inquiries, and/or refer them to the appropriate sources for assistance.
- Send out correspondence to 4-H families, other clientele groups, and the general public for the Extension Educators and Assistants.
- All workshops with the public, 4-H families and clientele to be carried out in a friendly and understanding manner.
- Prepare and distribute the 4-H monthly newsletter.
- Prepare various documents for the 4-H Council meetings.
- Type documents such as correspondence, memoranda, reports, flyers, brochures, and other departmental documents from rough draft.
- Prepare various files and maintain file system of departmental documents to include but not limited to 4-H Club Charters, 4-H Club By-Laws and Constitution, treasurer reports and IRS forms for clubs.
- Collect all 4-H livestock ID forms for our county and send in the ID's and DNA envelopes for State Fair/Ak-Sar-Ben.
- During county fair, work with current technology (computer programs/iPads, etc.) to do the 4-H animal exhibit entries and programs and enter the results.
- Assist office staff in pre-fair, post-fair, and any other 4-H activities as needed.
- Keep NebGuides, Extension Circulars, and other educational material current.
- Prepare and maintain various reports and records on a word processor according to established procedures.
- Serve as a backup for processing invoices in the absence of the Office Manager.
- Operate standard office equipment, personal computer/word processor, photocopy machine, fax machine, and calculator.

- Receive, sort, and distribute departmental mail. Responsible for mailings to be ready for pickup on a daily basis.
- Responsible for having recycling ready for pickup per city pickup schedule.
- Responsible for outside flags on pole to be replaced and positioned as necessary. Inform Office Manager when new flags are needed to be ordered.
- Utilize the Diagnostic Network to answer clientele questions as appropriate.
- Assist with inventory of office supplies and inform Office Manager when supplies are needed.
- Provide support services to other personnel as required.
- Perform other duties as directed or as the situation dictates.

#### **Essential Knowledge, Experience, and Abilities**

- Thorough knowledge of and ability to utilize proper telephone etiquette.
- Thorough knowledge of routine office procedures, standard clerical techniques, and office equipment.
- Thorough knowledge of the English language and proper grammar, spelling, and punctuation.
- Ability to perform basic input and retrieval functions, utilizing a word processor and personal computer.
- Ability to type accurately using a word processor, and personal computer.
- Ability to maintain files according to an established numerical or alphabetical system.
- Ability to understand both oral and written instructions.
- Ability to establish and maintain effective working relationships with general public, supervisors, and fellow employees.
- Ability to follow detailed instructions.

#### **Essential Education, Certifications, and/or Licenses**

- High School diploma or equivalent preferred

#### **Essential Physical Demands and Typical Working Conditions**

- Work is generally performed indoors in an office setting and requires routine bending, sitting and stooping.
- Work duties require routinely lifting and carrying up to 20 pounds.
- Work duties may be stressful at times due to interaction with the general public and working under deadlines.

#### **Essential Attendance and Availability Requirements**

- Must maintain an acceptable level of attendance, punctuality, and availability as determined by the County; must work such regularly-scheduled hours as are determined by the County; must work any required overtime, weekends, and holidays.
- Must work at the assigned work site.
- Must travel as required.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The County recognizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.